

BILLING FOR NETWORK PROBLEM AND SUPPORT SERVICES

Effective: May 4, 1995
Revised: March 9, 2004
Owner: Russ Fairless and David Lee

PURPOSE

To outline the criteria for billing for network problem and support services outside normal monthly WAN charges.

SCOPE

This policy applies to all entities connected to the State Wide Area Network which is supported, maintained, and operated by the Division of Information Technology Services.

BACKGROUND

ITS is committed to providing a fully supported, functional Wide Area Network. However, the responsibility for this network extends beyond the equipment and services that are provided and supported by ITS. Each entity connecting to this WAN must accept responsibility for the support and maintenance of their equipment. As the network becomes more sophisticated the support of all components on the network, such as servers, gateways, PCs, and other equipment becomes more important. At times ITS is called upon to resolve problems and provide support beyond the services provided by the Wide Area Network monthly rate.

POLICY

ITS shall provide network support to those sites requesting this service. ITS' responsibility for support shall end at the interface to the router, FRAD (Frame Relay Access Device), or supported network device.

When ITS is called upon to resolve a problem beyond this point, ITS shall obtain approval from the agency and bill for the services on a time and material (T&M) basis. When an agency calls out ITS for a problem that is later identified as beyond the



responsibility of ITS, a T&M bill will be issued for the expenses involved with identifying and resolving the problem. Any occurrence of customer abuse, neglect, or malicious destruction will also be billed at the appropriate T&M rate. The T&M costs will include personnel time, overtime, travel expenses, and any per diem as outlined by FLSA or State requirements. Hourly rates will be applied as set forth in the ITS billing schedule.

Agencies failing to pay their monthly WAN fee are subject to termination from the WAN.

